

# EMAIL

I'm writing to express my dissatisfaction with your product.

You can also say...

1. I'm writing to inform...
2. I'm writing to request...



Cancelling an order

## Conversation:

- A: I'm writing to inform you that we have received our order today.  
B: We are looking forward to another transaction with you, sir.  
A: Yes, we will be informing you about our other order soon.

## Questions:

1. How often do you check your emails?
2. How often do you send email to another person?
3. Have you ordered anything via email?

### Note:

I am writing to + verb  
ex. I am writing to inform you about our meeting tomorrow.

# EMAIL

I'm attaching our price list plan.

You can also say...

1. I've attached...
2. I'm enclosing...



Confidential documents/papers

## Conversation:

- A: I'm attaching our price list file.  
B: Well, thank you. That would be a great help.  
A: It would be easier for you to choose from our line.  
B: Yes, that's right.

## Questions:

1. What kind of documents do you usually send via email?
2. What was the last email you read?
3. How important is sending email?

### Note:

enclosed - inside the envelope, part of the body or text  
attached - added to the main page

# EMAIL

Could you please forward this email to companies in Canada that might be interested in distributing our products?

You can also say...

1. Could you please post...
2. Could you please distribute...



Email messages posted on the bulletin board

## Conversation:

- A: Could you please forward this email to companies in Canada that might be interested in distributing our products?
- B: Don't you think Canada is a difficult place to market our products?
- A: I think it would be fine as long as we just limit the quantity of products that we will sell. What do you think?
- B: Well, you have a point.

## Questions:

1. Are there emails that you don't read?
2. Do you make memos?
3. What companies do you communicate with via email?

### Note:

Could  
-past ability  
ex. I could play the violin seven years ago.

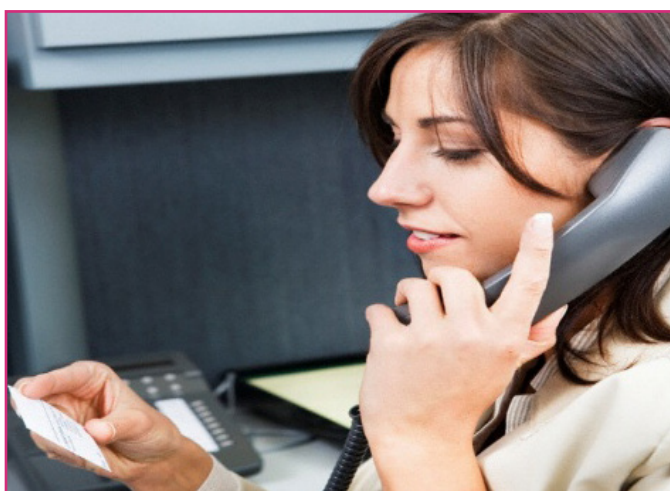
- formal request  
ex. Could you please pass these reports?

# EMAIL

Please contact me if you have any questions.

You can also say...

1. Please call me if you need something.
2. Please phone me if the shipment arrives.



Mrs. Taylor asking Mr. Smith to just call her if he needs something.

## Conversation:

- A: Please contact me if you need any further information.  
B: Do you have any local numbers for this?  
A: Oh yeah, local number 334.  
B: Okay. I got it. Thanks.

## Questions:

1. What are the advantages and disadvantages of exchanging contact details?
2. What could happen when you give contact information to a stranger?

### Note:

Please is always followed by a verb.

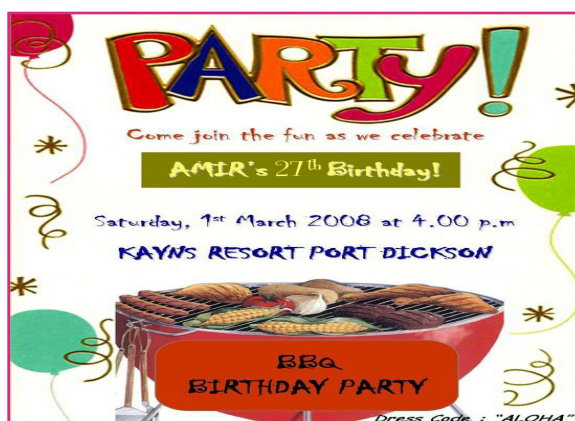
ex. Please contact me if there's a problem.  
Please phone me if you need anything.  
Please save me a seat.

# EMAIL

You are cordially invited to a special showing of our new furniture line.

You can also say...

1. I'm pleased to invite you...
2. Please join us...



An invitation letter asking someone to attend a birthday party

## Conversation:

- A: You are cordially invited to the grand opening of our 50th store in Tokyo.  
 B: I'm sorry. I don't think I can attend the opening. I am scheduled to meet some foreign clients on that date.  
 A: We understand sir. We hope to see you on our future engagements.  
 B: Yes, that's right.

## Questions:

1. Do you remember the last gathering or occasion that you have attended?
2. Do you always accept invitations from people you know?
3. What is the recent celebration you've attended?

**Note:** useful expressions  
(inviting someone)

You are cordially invited to...  
 I would like to invite you to...

I am pleased to invite you...  
 How would you like to...  
 Why don't you...

# EMAIL

I would be delighted to attend the demonstration of your new product lines.

You can also say...

1. I'm happy to...
2. I'd be honored to...



Jenny is showing Ken on how the oven works.

## Conversation:

- A: I would be delighted to attend the demonstration of your new line of products.  
 B: That's good to hear sir. You may come in your casual attire.  
 A: That's better. So I'll be there 9 a.m. sharp.  
 B: That's just perfect. See you then.

## Questions:

1. Do you attend product demonstrations?
2. What is good about observing product demonstrations?
3. Have you tried demonstrating your new products yourself?

### Note:

I am

I would be happy/ delighted

To attend this meeting.

To see your presentation.

To be invited in your party.



# EMAIL

We specialize in consulting manufacturers.

You can also say...

1. We specialize in publishing...
2. We specialize in manufacturing...



A newspaper publishing company

## Conversation:

- A: What does your company specialize in?  
B: We specialize in consulting manufacturers.  
A: Is that so? Do you have a specific company that you handle?  
B: Currently we are handling four companies.

## Questions:

1. What does your company specialize?
2. What's the reason for companies to specialize in something?
3. What is your field of expertise?

## Note:

I/we specialize in

Publishing  
Online teaching  
Marketing

# EMAIL

Will you send me a copy of your product catalog?

You can also say...

1. Please send...
2. Would you mind sending me...



A letter from the bank

## Conversation:

- A: Will you send me a copy of your product catalog?  
 B: By when would you like to receive it?  
 A: As soon as possible. I need to check on something.  
 B: Okay. I'll send it now.

## Questions:

1. What was the last catalog that you checked?
2. What kind of catalog do you usually check?
3. What are some of the things you order from the catalog?

**Note:** Will you please  
 Could you please

Would you please send me  
 -a copy of the document.  
 -a letter.  
 -the product of the company.



# EMAIL

I can confirm that the companies will supply the parts.

You can also say...

1. This is to confirm...
2. This is to acknowledge...

## Summer 2009 Meeting Schedule

June	01 In Class
	08 In Class
	15 Distance Learning
	22 In Class
	29 Distance Learning
July	06 Distance Learning
	13 In Class
	20 Distance Learning
	27 In Class

## Conversation:

- A: Can you ask someone to call these companies and confirm whether they can supply the parts next week?
- B: I'm not busy today. I can confirm that the company will be able to supply the parts.
- A: That's good. So here is the list of companies and their contact numbers at the back page.
- B: Thank you. I'll give you updates later today.

## Questions:

1. How important is confirming an order, meeting or an appointment for you?
2. Are there any disadvantages of confirming a schedule?
3. Do you confirm your schedules?

## Note:

This is to confirm the schedule of the meeting  
know whether we are going or not.  
acknowledge the attendees.

# EMAIL

We are pleased to announce our 50th anniversary.

You can also say...

1. We are happy to...
2. We are delighted to...



An usherette is welcoming the guests

## Conversation:

- A: We are pleased to announce our 50th anniversary and we are having a fund raising activity for this month to help the less fortunate.  
B: Wow, sounds good. So how can we join?  
A: We will be informing you the details at the end of the week.  
B: Great. I'll be happy to help.

## Questions:

1. What was the most recent announcement made by your company?
2. What kind of announcement makes you happy?
3. Have you tried making an announcement yourself?

## Note:

We are/I am      pleased to announce the 50th anniversary  
happy/glad to welcome the guests.  
delighted to introduce the quests for today.